

CHAPTER ONE: ROLES AND RESPONSIBILITIES OF THE EMD

- 1.1 Describe the Utah Emergency Medical Services (EMS) system and its components.
- 1.2 List the three roles that EMDs play in the EMS system.
- 1.3 Identify roles and responsibilities of the EMD.
- 1.4 Describe the qualities and attitude that the EMD is required to show on each call.
- 1.5 List/explain the three phases of the dispatch function.

CHAPTER TWO: OBTAINING INFORMATION FROM THE CALLER

- 2.1 List the Four Commandments the EMD is required to ask a caller during the “initial interview” of a call.
- 2.2 List the five key elements of information an EMD should obtain during the initial interview assessment.
- 2.3 List/explain the four key functions of the EMD in call taking.
- 2.4 List the basic telephone techniques that enhance communications.
- 2.5 Define and describe the hysteria threshold and the different syndromes.
- 2.6 Describe the various calming techniques.
- 2.7 List and describe special problems faced by the EMD.
- 2.8 Describe proper techniques when handling special problems with callers.

CHAPTER THREE: RESOURCE ALLOCATION

- 3.1 Describe the resources available in the local EMS system.
- 3.2 Describe local, pre-configured response modes.
- 3.3 Describe the tiered EMS system
- 3.4 Describe how to properly allocate resources
- 3.5 Determine the appropriate resources to be allocated by considering such factors as:
 - 3.5.1 Nature of the problem;
 - 3.5.2 Personnel and vehicles available;
 - 3.5.3 Vehicle proximity to the patient;
 - 3.5.4 Ambulance coverage zones and
 - 3.5.5 Types of equipment and trained personnel carried by each resource.

CHAPTER FOUR: PROVIDING EMERGENCY CARE INSTRUCTION

- 4.1 Describe the proper way to provide emergency care instruction.
- 4.2 Describe the philosophy behind providing emergency care instruction.
- 4.3 List at least five requirements in creating effective communication between the EMD and the caller.
- 4.4 List the "helpful hints" that aid EMDs in the delivery of effective telephone medical instructions.

CHAPTER FIVE: LEGAL AND LIABILITY ISSUES IN EMD

- 5.1 Define liability.
- 5.2 Describe liability exemptions and dispatcher immunity.
- 5.3 Describe negligence and how courts determine negligence.
- 5.4 Define standard of care.
- 5.5 Describe abandonment.
- 5.6 Describe the two types of consent.
- 5.7 Explain and identify issues that surround confidentiality.
- 5.8 Explain litigation and how to avoid it.
- 5.9 Identify legal and liability issues that the EMD faces.

CHAPTER SIX: CRITICAL INCIDENT STRESS MANAGEMENT

- 6.1 List the three stages of stress.
- 6.2 Know the difference between cumulative stress and critical incident stress.
- 6.3 Name the four most common signs of long-term stress.
- 6.4 Name four common causes of stress in the dispatch center.
- 6.5 Identify two main objectives of CISM
- 6.6 Describe the process of requesting a debriefing from the Utah CISM team.
- 6.7 Identify three examples of critical incidents effecting EMD's.
- 6.8 Identify coping mechanisms for critical incident and cumulative stress.

CHAPTER SEVEN: BASIC EMERGENCY MEDICAL CONCEPTS

- 7.1 Describe the seven systems of the body.
- 7.2 Describe what really kills a patient.
- 7.3 Define shock.
- 7.4 Describe methods for dealing with bleeding patients and patients in shock.
- 7.5 Describe the levels of consciousness and how to determine them.

CHAPTER EIGHT: DESIGN AND STRUCTURE OF EMDPRS

- 8.1 Identify the three types of protocols within an EMDPRS.
- 8.2 Describe the differences in content between the three types of protocols within an EMDPRS.
- 8.3 List and describe the major sections of protocols within an EMDPRS.
- 8.4 Describe the types of information gathered or provided for each section for each of the three types of protocols within an EMDPRS.

CHAPTER NINE: CHIEF COMPLAINT TYPES

- 9.1 Identify the 32 chief complaint types.
- 9.2 Define and discuss the difference between an individual chief complaint, a traumatic chief complaint, and a time/life-critical chief complaint.
- 9.3 Discuss the difference between signs and symptoms.
- 9.4 Describe how to identify "chief complaints."
- 9.5 Discuss the purpose and focus of the questions for each category of chief complaint type (individual vs. traumatic vs. time/life-critical events).
- 9.6 Demonstrate, using the EMDPRS, answering a call with a specific complaint type.
 - 9.1.1 Identify critical elements in cardiac arrest survival.
 - 9.1.2 Describe the role of the EMD in providing telephone CPR.

CHAPTER TEN: PRACTICAL EXAMINATION

1. Demonstrate effective and proper EMD behaviors.
2. Complete review examination.

EXAM OVERVIEW

The course practical examination will consist of simulated or scripted calls for emergency medical assistance. You will be assessed on 16 of the 32 chief complaint types.

You will be assessed on your knowledge and demonstration of the skills required for effective dispatch including:

1. Proper telephone techniques;
2. Proper handling of difficult callers;
3. Proper use of EMDPRS to elicit dispatch information;
4. Proper use of the EMDPRS to allocate resources based on use of information gathered;
5. Proper identification of medical emergencies; and
6. Proper delivery of medical instructions from the EMDPRS.